

**Federal Citizen Information Center
Office of Citizen Services and Innovative Technologies
U.S. General Services Administration (GSA)**

STATEMENT OF WORK (SOW)

OCSIT USA.gov/GobiernoUSA.gov Mobile Development Support Services

1.0 BACKGROUND

The General Services Administration (GSA), Office of Citizen Services and Innovative Technologies (OCSIT), is the sponsoring organization for the U.S. government's official web portal, USA.gov. USA.gov provides a streamlined way for the public to access U.S. government information and services on the Web and serves as the catalyst for electronic government. USA.gov comprises both of an English-language Website (USA.gov) and a Spanish-language Website (GobiernoUSA.gov) as well as a family of websites including Kids.gov and Pueblo.gsa.gov. The USA.gov Division provides internal and external web services to the nation at large and the community of government web managers through web content management, web page development, web design and web-based programming utilizing program specific web development software, internet search, and through other avenues.

2.0 OBJECTIVES

To continue to successfully achieve its business objectives, USA.gov/GobiernoUSA.gov requires the support of a qualified contractor to provide Mobile Development Support Services.

3.0 CONTRACT TYPE

The contract will be a firm fixed price Task Order. This task will be performance based.

4.0 USA.GOV COMPUTING ENVIRONMENT

USA.gov is constantly reviewing, replacing and upgrading software and supporting USA.gov's Oracle and Windows systems as well as USA.gov's Internet operations on the World Wide Web. Currently the websites are hosted in a virtualized cloud infrastructure based on VMWare technologies.

5.0 SOFTWARE AND HARDWARE

MICROSOFT WINDOWS 2000, NT and XP	JavaScript
MICROSOFT OFFICE Pro SUITE	XHTML
MICROSOFT INTERNET EXPLORER	XML
MICROSOFT IIS	FLASH DRIVER
MCAFEE ANTIVIRUS	HP/COMPAQ
COLD FUSION	SUN Solaris
VERITAS NET BACKUP	SHOCKWAVE DRIVER
ORACLE	SNAGIT
TOAD (for Oracle Developers)	DREAMWEAVER
CITRIX	JAWS
ADOBE PRO ACROBAT	FLASH
Eclipse/IBM Rational Software Architect	UML

6.0 SCOPE OF WORK

The General Services Administration (GSA), Office of Citizen Services and Innovative Technologies (OCSIT), creates and maintains several U.S. government official web properties including: *USA.gov and its family of websites, including GobiernoUSA.gov, m.usa.gov, m.gobiernousa.gov, Kids.gov, HowTo.gov, Publications.USA.gov, and Answers.USA.gov.*

The Contractor must continuously work to enhance and improve the USA.gov Mobile Program in English and Spanish versions. It is a goal of the OCSIT to continuously improve citizens' mobile access to government services with the Contractor supporting the OCSIT in achieving this goal.

Primary Goals:

- Serve GSA/OCSIT organization goals by serving mobile user goals.
- Take data-driven approach to mobile strategy, roadmap, development, and support.
- Develop and share best practices in mobile application development.

7.0 TASKS AND DELIVERABLES

Using an Agile development process, the contractor shall provide a mobile development team to accomplish the following tasks:

1. Assist in the strategy and design of mobile solutions for *USA.gov and its family of websites.*
2. Upgrade m.USA.gov mobile site.
3. Enable on-demand editing & publishing and content management capabilities for mobile sites.
4. Enable on-demand editing & publishing and content management capabilities for Apps Galleries for USA.gov and GobiernoUSA.gov.
5. Standardize mobile templates.
6. Make Apps Galleries mobile-friendly.
7. Improve usability and searchability of mobile FAQs.
8. Develop best practices guidelines.
9. Identify opportunities to contribute code created for OCSIT initiatives to open source projects, showing leadership in open government and technology.

Deliverables

1. Contractor will submit on a bi-weekly basis status reports.
2. Contractor will gather, analyze and interpret, and present data in support of assigned projects as assigned.
3. Contractor will respond to requests for information, new projects, and the like, within three business days.
4. Contractor will provide ongoing reports and summaries.
5. Contractor will conduct quality assurance reviews of assigned projects as assigned.
6. Contractor will maintain project files and data for each of the projects assigned.

8.0 TECHNICAL REQUIREMENTS

Upon the Government's request, the contractor shall provide a combination weekly hours of specialized

professional services in support of the USA.gov and family of websites. The Contractor's staff must possess the combination of knowledge, specialized skills and abilities to assist the Government in achieving its program objectives and in meeting its federal regulatory and policy requirements. The Contractor must provide people who are comfortable working with a geographically distributed team that leverages the existing tools used by the current environments.

8.1 Mobile Web Developer

The Contractor shall have the ability to develop applications using the latest mobile technologies in support of the OCSIT's goals.

- Expertise in building one or more of the following:
 - iPhone, iPad, iOS4 apps in XCode, Objective C
 - Android apps in Eclipse, Java
 - Blackberry apps in Eclipse, Java
 - Windows Phone 7 apps in Visual Studio, .NET
 - Mobile web (HTML5, CSS, ExtJS, Ruby On Rails)
- Deep understanding of integrating with APIs and web services (JSON, XML)

8.2 Mobile Design/User Experience Engineer

The Contractor shall have the ability to design mobile interfaces in support of OCSIT's goals.

- Expertise in the design of user experience and mobile interfaces for mobile platforms including: iPhone, iPad, Mobile Web, Android, Blackberry, etc.
- Ability to translate user/business needs into interface designs
- Capability to supply HTML/CSS/jQuery to the development staff.
- Extensive knowledge of the latest graphic/web design tools and front-end development techniques, including: Adobe Photoshop, Adobe Illustrator, Adobe Dreamweaver

8.3 Mobile Subject Matter Expert (SME)

The Contractor shall have the ability to develop mobile strategies and lead the mobile solutions team to meet OCSIT's goals

- Expertise in mobile strategy, design, development, and deployment
- Expertise in App Market Places
- Expertise in leading mobile platforms (HTML5, iOS, Android, Windows Mobile, Blackberry)
- Expertise in Mobile
- Expertise in Mobile marketing
- Experience in leading mobile app development projects from initiation through delivery.
- Strong communication skills and ability to act as a liaison between technical and non-technical departments in order to ensure that all targets and requirements are met.
- Track records in ensuring projects are completed on schedule and within budget.

9.0 OPTIONAL SERVICES

As mobile application development constantly evolves, the OCSIT seeks to have the flexibility to obtain resources that allow it offer mobile services in keeping with industry best practices.

9.1 Software Engineering- Web Development Engineer

The Contractor shall have the ability to program in the latest web development technologies in support of the USA.gov mobile Program's goals.

- Expertise using JavaScript and AJAX to develop highly interactive, responsive user interfaces.
- Extensive knowledge of jQuery and JSON.
- Working knowledge of Java, JSP and XML.
- Excellent written and verbal communications skills.
- Experience in CSS

Experience Required

- 2+ years experience as a software engineer
- Solid programming skills in Ruby, Ruby on Rails, Javascript, and Java
- Knowledge of and interest in HTML5 technologies
- Extensive experience in HTML, CSS, JavaScript (including JSON), and XML
- Experience designing and building user interfaces leveraging web standards, open frameworks (e.g. jQuery)
- Experience with RDBMS (e.g. MySQL) and fluent in SQL
- Experience with geo-spatial proximity search for location based applications a plus

9.2 Mobile Analyst

The Contractor shall have the ability to develop to understand user goals, available data sets, and propose solutions to meet OCSIT goals.

- Understand relational databases, data architectures, and information models
- Expertise in understanding private and public API (Application Program Interfaces)
- Expertise XML, Jason, and schemas
- Strong communication skills and ability to act as a liaison between technical and non-technical departments in order to ensure that all targets and requirements are met.

9.3 Mobile Quality Assurance Engineer

- Write test cases as specified, or needed. Automation capabilities - major plus
- Ability to test on device with multiple scenarios
- Strong proficient in integration testing of subsystems
- Participate in all applicable Scrum activities
- Agile Scrum experience - major plus
- Ability to understand software system architectures
- Experience with Open Source testing tools
- Ability to perform complex SQL queries
- Ability to troubleshoot applications

9.3 Mobile Project Manager

- Expertise in Agile Development Processes
- Experience in leading mobile app development projects from initiation through delivery.

- Strong communication skills and ability to act as a liaison between technical and non-technical departments in order to ensure that all targets and requirements are met.
- Track records in ensuring projects are completed on schedule and within budget.

10.0 PERIOD AND PLACE OF PERFORMANCE

The period of performance shall be a 12 month Base Year, with four (4) one (1) year Option periods. The Government reserves the right not to exercise any Option period. Work to complete the tasks will commence on date of award with approval by OCSIT and the Contracting Officer.

The contractor will perform at GSA, Federal Citizen Information Center at 1275 1st Street NE, Washington, D.C. 20002. The government will provide the necessary resources, equipment and workspace for the Contractor while working on-site. The daily work hours are flexible, but are nominally 8:00 a.m. to 4:30 p.m.

11.0 PLACE OF DELIVERY

The contractor shall deliver all work to the GSA, Federal Citizen Information Center at 1275 1st Street NE, Washington, D.C. 20002.

12.0 PERSONNEL

12.1 Assignments

When hiring, the contract project manager shall consult with the Contracting Officer's Technical Representative (COTR) on the appropriate qualifications and experience consistent with the contract labor category descriptions and the current requirements. The contractor will not proceed with the assignment of individuals to this contract without the Contracting Officer's and the COTR's concurrence.

12.2 Resumes

Personnel resumes on this task order must be approved by the Contracting Officer and the COTR to certify that the labor category requirements are met. Resumes and references must be approved before personnel can perform on this task order.

12.3 Substitutions

Key personnel in key positions may be substituted with individuals providing the following criteria is met: you must provide 2 weeks notice, provide resumes and references of replacements with same skill sets, education, certifications, or better. Approval for substitution of key personnel must be received from the Contracting Officer and the COTR.

13.0 OTHER DIRECT COSTS (ODC's)

All ODCs are subject to prior approval in writing by the COTR.

13.1 Materials

As part of this task, some requirements for materials or deliverables integral to the performance of that

task may be defined. Since these costs cannot be accurately forecast at this time, they are awarded on a cost-reimbursable basis, after approval of the government.

All requests for materials must be included in task orders and approved in writing by the Contracting Officer's Technical Representative (COTR) and the Contracting Officer prior to incurring costs.

13.2 Travel

No reimbursable travel will be required during the performance of this task order.

14.0 COMPLIANCE REQUIREMENTS

14.1 Section 508 Compliance Requirements

All electronic and information technology (EIT) procured through this Contract **must** meet the applicable accessibility standards at 36 CFR 1194, unless an agency exception to this requirement exists. The 36 CFR 1194 implements Section 508 of the Rehabilitation Act of 1973, as amended and is viewable at <http://www.access-board.gov> All deliverables will be Section 508 compliant.

14.2 Security- Unclassified

The Federal Acquisition Regulation (FAR) Council requires that all federal entities ensure that all Contractors have current and approved security background investigations that are equivalent to investigations performed on Federal employees. As outlined in GSA CIO P 2100.1C – GSA Information Technology Security Policy, Standard Operating Procedure for GSA HSPD-12, Personnel Security Process dated November 18, 2005, and the Homeland Security Presidential Directive – 12 (HSPD-12). The following is required.

Briefly GSA's guidance states:

Effective October 27, 2005, all new GSA associates and contract employees must have a National Agency Check with written Inquiries (NACI); National Agency Check with written Inquiries and Credit (NACIC) for contract employees; or equivalent investigation initiated. Successful results from the FBI National Criminal History Check (i.e. fingerprint check) portion of the NACI/NACIC must be received for issuance of an identity credential for access to GSA facilities and IT systems.

The Contractor will obtain approved background investigations to accomplish its support to GSA. Contractor personnel will be required to have the appropriate level of investigation and/or security clearance for each selected site and information system. Contractor personnel will also be required to submit a Request for User ID when access is required to a Government computer, to include the submission of proof, to GSA, that a favorable National Agency Check has been completed. The Contractor may be required to have access to live data and/or sensitive information and resources during performance of this authorized access to such information and will be required to sign a non-disclosure agreement. The Contractor will observe and comply with the security provisions in effect at each selected site. Any required identification badges will be worn and displayed at all times. Contractor personnel will submit a Request for Deletion of User ID when access is no longer required.

The results of these clearances shall be provided to the Federal Government ISSM or ISSO upon request, but consistent with maintaining privacy of the individuals. All personnel with access to root or pseudo root access of servers and data base administrators shall meet these requirements.

15.0 SPECIAL INSTRUCTIONS

15.1 Contractor Furnished Equipment

All on-site individuals participating in providing services on-site are required, while clearances are being processed, to arrive at GSA with a working laptop that has the Microsoft Office Suite (Word, Excel and PowerPoint) a wireless card and account, and an email account (corporate or free) for use while their clearances are being processed. It is a requirement that these resources be available to the person until their clearances are completed. The clearance process can range from two weeks to several months. Once clearances are completed, if access to the GSA network is required, a Federal government laptop will be provided. Only Federal government laptops may be plugged in the GSA networks. However, contractors may use corporate or personal laptops within the building to access the Internet via wireless capabilities. On-site personnel are required to arrive at GSA with their own laptop resources.

15.2 Procedures for Payment (Invoices)

Billing and payment shall be accomplished in accordance with the FSS Schedule contract, the TASK ORDER, or the individual Task Orders. The contractor may invoice 12 equal monthly payments beginning at the end of the first month that services are provided.

- The Contractor shall submit an original invoice for payment to GSA Financial Operations & Disbursement Division.
- A duplicate invoice with supporting documentation is sent to the Contracting Officer's Technical Representative (COTR) who will confirm deliveries or performance made against the invoiced line items to ensure that the correct amounts have been billed and documents any price deductions. The COTR will then certify (using the COTR stamp) and provide signature indicating that the invoice is valid for payment. A Receiving Report must be completed authorizing the GSA's payment office to process payment of the invoice. The Receiving Report must be accompanied by a copy of the government's document/documents accepting the covered services. Invoices are authorized for payment upon the Government's receipt and acceptance of deliverables specified in the delivery order and the receipt of a valid invoice.

15.3 Submission of Invoices

Invoices will be submitted no later than the 10th calendar day of the month following performance and must be accompanied by all status reports submitted during that period. The COTR must receive a copy of the invoice and all supporting documentation before or at the same time as the GSA Finance Office.

Invoices are authorized for payment upon the Government's receipt and acceptance of deliverables specified in the contract and the receipt of a valid invoice. Invoices, to be proper and payable, must include the following information:

1. Name and address of the Contractor
2. Invoice date and number
3. Contract Number, Order Number and Pegasys Document Number (Block 4 on GSA Form 300), any contract line item numbers, and the project title, *OCSIT USA.gov Mobile Development Support Services*

4. Description of the services provided including quantity, unit of measure, unit price and extended price of the item(s) delivered; period of service and/or dates that services were provided, etc.
5. Name and address of official to whom payment is to be sent;
6. Name, title, and phone number of person to be notified in event of defective invoice; and
7. Taxpayer Identification Number (TIN). The Contractor will include its TIN on the invoice only if required elsewhere in this contract.

Please Note: Failure to send both copies could delay your payment.

1. The Contractor **will submit an original invoice for payment to GSA Financial Operations & Disbursement Division.**

**GSA Financial Operations & Disbursement Division (Payment Office)
1500 E. Bannister Road, Room 1011
Kansas City, MO 64141**

2. A duplicate invoice with supporting documentation is sent to the Contracting Officer's Technical Representative (COTR) who will confirm deliveries or performance made against the invoiced line items to ensure that the correct amounts have been billed and documents any price deductions. The COTR will then sign the invoice and complete the Receiving Report to authorize the GSA's payment office to process payment of the invoices.

**Meghan Daly (COTR)
U.S. General Services Administration
Office of Citizen Services and Innovative Technologies
1275 1st Street NE
Washington, DC 20002
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(Email) Meghan.daly@gsa.gov**

16.0 INSTRUCTIONS TO OFFERORS

16.1 Place of Inspection and Acceptance

Inspection and acceptance of all work performance, reports and other deliverables under this task order shall be performed by the program office.

16.2 Scope of Inspection

16.2.1. All deliverables will be inspected for content, completeness, accuracy, and conformance to task order requirements by the PM. Inspection may include validation of information or software through the use of automated tools and/or testing of the deliverables, as specified in the task order. The scope and nature of this testing must be negotiated prior to task order award and will be sufficiently comprehensive to ensure the completeness, quality and adequacy of all deliverables.

16.2.2. The government requires a period not to exceed thirty (30) days after receipt of final deliverable items for inspection and acceptance or rejection.

16.3 Basis of Acceptance

The basis for acceptance shall be compliance with the requirements set forth in the statement of work, the task order, the contractor's proposal and other terms and conditions of the contract. Deliverable items rejected shall be corrected in accordance with the applicable clauses. Reports, documents, and narrative type deliverables will be accepted when all discrepancies, errors or other deficiencies identified in writing by the government have been corrected. The contractor shall provide delivery of electronic copies of each deliverable. Electronic copies shall be delivered via email attachment or other media by mutual agreement of the parties. The electronic copies shall be compatible with software applications used in the USA.gov environment or as appropriate and mutually agreed by the parties. The contractor shall use best commercial practice for formatting deliverables under this contract.

16.3.1 If the draft deliverable is adequate, the Government may accept the drafts and provide comments for incorporation into the final version.

16.3.2 All of the Government's comments to deliverables must either be incorporated in the succeeding version or the contractor must demonstrate to the Government's satisfaction why such comments should not be incorporated.

16.3.3 If the Government finds that a draft or final deliverable contains spelling errors, grammatical errors, improper format, or otherwise does not conform with the requirements stated within this task order, the document may be immediately rejected without further review and returned to the contractor for correction and re-submission. If the contractor requires additional Government guidance to produce an acceptable draft, the contractor shall arrange a meeting with the COTR.

16.4 Deliverables

16.4.1 The Government will provide written acceptance, comments, and/or change requests, if any, within fifteen (15) working days from receipt by the Government of the initial deliverable.

16.4.2 Upon receipt of the Government comments, the contractor shall have fifteen working days to incorporate the government's comments and or change requests and to resubmit the deliverable in its final form.

16.4.3 Written Acceptance/Rejection by the Government

The Government shall provide written notification of acceptance or rejection of all final deliverables within 30 days. Absent written notification, final deliverables will be construed as accepted. All notifications of rejection will be accompanied with an explanation of the specific deficiencies causing the rejection.

16.4.4 Non-Conforming Products or Services

Non-conforming products or services will be rejected. Deficiencies will be corrected within 30 days of the rejection notice. If the deficiencies cannot be corrected within 30 days, the contractor will immediately notify the COTR of the reason for the delay and provide a proposed corrective plan within 10 working days.

16.5 Performance Requirements Summary

This task order includes a Performance Requirements Summary (PRS). In general, the PRS sets forth the expected outcomes (objectives) of the task order, the service(s) required of the Contractor to achieve the objectives, a performance standard per outcome, and a plan for a reduction in payment in the event the Contractor does not meet the performance standard. The PRS is not an exclusive remedy and inclusion of the PRS does not preclude the Government from using any other remedy available by law or contract terms, including reductions in payment in accordance with any clause for inspection of services.

16.6 All Material Property of U.S. Government

All materials developed under the task orders pursuant to the Task Order are property of the U.S. Government. Under no circumstances shall the contractor place a copyright on any of the materials that the contractor develops, provides and receives payment for under task orders pursuant to the Task Order.

16.7 Period and Place of Performance

The Task Order period of performance shall be for one base year from date of award, with four (4) 1 year option periods. The Government reserves the right not to exercise any option period. The Government reserves the right not to award any task order.

Work will commence on or about award date, anticipated to be September 1, 2011.

The Contractor will perform at the Government facility and on occasion at its facility with approval from the COTR. The government will provide the necessary resources for the Contractor while working on-site. The daily work hours are flexible, but are nominally 8:00 a.m. to 4:30 p.m. The government will provide appropriate workspace and equipment in the offices of the Federal Citizen Information Center at 1800 F Street NW, Washington, D.C.

16.8 Hours of Work

Contractor personnel are expected to conform to customer agency normal operating Hours (Monday – Friday, 8:00 am – 4:30 pm).

16.9 Personal Services

The client has determined that the use of a small business set aside contract to satisfy this requirement is in the best interests of the government, economic and other factors considered, and this task order is not being used to procure personal services prohibited by the Federal Acquisition Regulations (FAR) Par 37.104 titled “Personal services contract”.

16.10 Privacy Act

Work on this project may require personnel to have access to Privacy Information. Personnel shall adhere to the Privacy Act, Title 5 of the U.S. Code, Section 552a and applicable agency rules and regulations.

16.11 Protection of Information

The contractor shall be responsible for properly protecting all information used, gathered, disclosed, or developed as a result of work under this contract. The contractor shall also protect all government data by treating information as sensitive. All information gathered or created under this contract shall be considered as Sensitive but Unclassified (SBU) information. If contractor personnel must remove any

information from the primary work area they should protect it to the same extent they would their proprietary data and/or company trade secrets. The use of this data is subject to the Privacy Act will be utilized in full accordance with all rules of conduct as applicable to Privacy Act Information.

16.12 Confidentiality and Nondisclosure

The preliminary and final deliverables and all associated working papers and other material deemed relevant by the agency that have been generated by the Contractor in the performance of this project, are the property of the U.S. Government and must be submitted to the Project Manager at the conclusion of the task order.

All documents produced for this project are the property of the U.S. Government and cannot be reproduced, distributed, or retained by the contractor without express permission of the Government. All appropriate project documentation will be given to the agency during and at the end of this contract. The Contractor shall not release any information without the written consent of the Program Manager.

Personnel working on any of the described tasks shall be required to sign formal non-disclosure and/or conflict of interest agreements to guarantee the protection and integrity of government information and documents.

16.13 Organizational Conflicts of Interest

It is recognized by the parties that, in the course of the Contractor's activities, its personnel may require access to or be given custody of certain information (whether in its original or derived form) submitted to the Government on a confidential basis (such as other Government Contractors' business practices, designs, mission or operation concepts, sketches, management policies, cost and operating expenses, technical data and similar information) during the performance of the contract. The Contractor agrees that its employees with access will use and examine this information exclusively in performance of the work required under this contract and for no other purpose whatsoever. The Contractor agrees to indoctrinate all personnel who will have access to or custody of the information as to the nature of the confidential relationship under which the Government received such information and shall stress that the information shall not be disclosed to any other party or to Contractor personnel who do not have a need to know the contents thereof for the performance of this contract. All personnel shall also be informed that they shall not engage in any other action, venture or employment wherein this information will be used for the profit or interest of any party.

Contractor personnel may be required to sign a non-disclosure agreement prepared by the Government prior to their receipt of any company proprietary or sensitive source selection data. In cases where Contractor personnel receive company proprietary data directly from a company, in the course of performing this delivery order, the Contractor, the Contractor's on-site personnel, and the company providing the data should enter into an agreement prohibiting the unauthorized use of the information for as long as the information remains proprietary. The Contracting Officer should be furnished copies of these non-disclosure agreements, prior to the Contractor's review of the company's proprietary data.

16.14 General Compliance Requirements

The GSA information systems are the property of the Government. The Contractor shall be responsible for adhering to all aspects of the Privacy Act and is prohibited from removing from the worksite any programs, documentation, or data without the knowledge and written approval of the PM.

17.0 POINTS OF CONTACT

Contracting Officer

Brenda Walker

Contracting Officer, Central Office Contracting Division (MVS)

(Voice) 202-501-1969

(Email) brenda.walker@gsa.gov

Contracting Office's Representative (COTR)

Meghan Daly

FAC-COTR, OCSIT Office of Citizen Services and Innovative Technologies (XCCF)

(Voice) 202-501-1926

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Project Manager (PM)

Sarah Crane

Federal Citizen Information Center (FCIC)

Web Content and Management Division (XCCF)

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18.0 REFERENCES

Security Considerations

All GSA contractors must comply with the GSA policies below (these documents are all referenced within the GSA IT Security Policy).

- GSA Information Technology (IT) Security Policy, CIO P 2100.1F.
- GSA Order CIO P 2181.1 "GSA HSPD-12 Personal Identity Verification and Credentialing Handbook", dated October 20, 2008.
- GSA Order CIO 2104.1, "GSA Information Technology (IT) General Rules of Behavior", dated July 3, 2003.
- GSA Order CPO 1878.1, "GSA Privacy Act Program", dated October 27, 2003.
- GSA IT Security Procedural Guide 04-26, "FISMA Implementation".
- GSA IT Security Procedural Guide 06-30, "Managing Enterprise Risk."
- ADM 7800.11a - Personal Use of Agency Office Equipment
- CIO 2100.3A - IT Security Training Requirement for Agency and Contractor Employees with Significant Security Responsibilities
- CIO 2104.1 - GSA Information Technology (IT) General Rules of Behavior
- CIO-IT Security 09-48, "Security Language for IT Acquisition Efforts"

Contractors are also required to comply with Federal Information Processing Standards (FIPS), the "Special Publications 800 series" guidelines published by NIST, and the requirements of FISMA.

19.0 PERFORMANCE REQUIREMENTS SUMMARY (PRS)

The Performance Requirements Summary (PRS) table below reflects the objectives considered by the OCSIT to be most important to the successful performance of this task order. This includes the expected

standards of performance and incentives for not adhering to performance standards.

Table 19.1 Performance Requirements Summary

USA.gov Mobile Development Support			
<i>Objectives</i>	<i>Required Service</i>	<i>Performance Standard</i>	<i>Reductions</i>
Timely receipt of all required documents.	The Contractor shall convey all deliverables in accordance with the schedule outlined in this task order and the Contractor's Project Plan	No deliverable shall be more than one business day overdue	If deliverables are determined to be unacceptable to the COTR and cannot be resolved to the satisfaction of the FCIC Director the results will be reflected in the Contractor's performance evaluation.
High Quality Mobile Development Support that results in project goals being accomplished.	<p>Mobile Development support services including:</p> <ul style="list-style-type: none"> • Assist in the strategy and design of mobile solutions for USA.gov & GobiernoUSA.gov and its family of websites (English and Spanish versions); • Upgrade m.usa.gov mobile site; • Enable on-demand editing & publishing and content management capabilities for mobile sites; • Enable on-demand editing & publishing and content management capabilities for Apps Galleries on USA.gov & Gobiernousa.gov; • Standardize mobile templates; • Make Apps Galleries mobile friendly; • Improve usability and searchability of mobile FAQs; • Develop best practices guidelines; • Identify opportunities to contribute code created for OCSIT initiatives to open source projects, showing leadership in open government and technology. 	<p>Mobile Development quality standards are as follows:</p> <ul style="list-style-type: none"> • Accurate information is provided to decision makers in timely manner; • Attention to detail; • Reports are logical & clearly written; • Effective analysis of variables is used to analyze risk; • Thorough research is apparent and effectively utilized in the reporting process; • Milestones are realistic and actionable. 	If deliverables are determined to be unacceptable to the COTR and cannot be resolved to the satisfaction of the FCIC Director, the results will be reflected in the Contractor's performance evaluation.